Chapter 5 "On Demand Business Breakthrough" Quiz

1. Name 2 factors to consider when working with the client that drive the need for business transformation.

   Unrealized or unspecified business vision
   Disconnected marketing, sales, and service organizations
   Costly and prolonged development cycles
   Limited market feedback loops and limited collaborative processes
   Traditional fixed cost manufacturing
   Inventory and logistics optimized by location
   High head count with most administrative responsibilities
   Flat employee productivity
   Limited management information inhibited by fragmented systems
   Low utilization and heterogeneous systems with limited integration
   Redundant infrastructure
   Declining market share
   Increasing general, administrative, and IT costs as a percent of revenue

2. On Demand Operating Environment means:

   a. A way to purchase IT capabilities as a service.
   b. An approach designed to enable the business flexibility and IT simplification that clients need to become an On Demand Business.
   c. The transformation of an organization's strategy, processes, technology, and culture to increase business productivity and enable flexible growth.
   d. A & B

3. The On Demand Operating Environment has two entry points. They are:

   a. IT services and Transformation consulting
   b. Integration and Transformation consulting
   c. Infrastructure management and IT services
   d. Integration and Infrastructure management
   e. IT services and Integration

4. Name 2 of the 5 capabilities an organization needs to achieve integration.

   Business modeling
   Process transformation
   Application and information integration
   Access and collaboration
   Business process management

5. Name 2 of the 7 capabilities an organization needs to achieve infrastructure management.

   Availability of resources
   Security
   Optimization
   Provisioning
   Orchestration
   Business services management
   Resource virtualization

6. The capability to reduce the complexity of management to enable better use of assets, improve availability and resiliency, and reduce costs based on business policy and objectives is:

   a. Virtualization
   b. Integration
   c. Automation
   d. Open standards

7. Virtualization solves real client problems in 3 areas. They are: (choose 3)

   a. Cost savings
   b. Profits
   c. Employee turnover
   d. Efficiency
   e. Flexibility